



Request for Proposals (RFP) Number: 03-73004-000
**RFP Title: Department of Mental Health/Department of Rehabilitation Cooperative
Program Training/Technical Assistance**

Questions and Answers
June 18, 2003

The deadline for submitting questions was June 10, 2003, 4:00 p.m. In addition to the written question submittal, an optional pre-proposal conference was held at the Department of Rehabilitation on June 5, 2003 as an opportunity to ask questions in person. The information presented below represent a compilation of all questions and answers. Note: Similar questions that could be answered once are grouped together.

1. **Q.** Can an agency that has an existing contract still apply for the RFP?
A. Yes.
2. **Qa.** Are the services for the RFP for stakeholders being served through the agency or for outside stakeholders or both?
Qb. Who will be the audience consultants serve?
A. The training and technical assistance services provided as a result of the RFP are for all stakeholders concerned with the provision of employment services for persons with severe psychiatric disabilities. The core audience is typically comprised of mental health cooperative program partners.
3. **Q.** How much money will be awarded?
A. Contract award amount cannot be specified. The proposer must propose an all-inclusive daily rate for services (see page 13 of the 5/16/03 original RFP for a definition of the all-inclusive daily rate under the heading, "Cost Proposal"). Contractors will be paid their specified daily rate for services provided on an as-needed basis (when called upon by the DMH/DOR Cooperative Program unit staff to provide services).
4. **Q.** Can [an individual or organization] apply for more than one topic area?
A. Yes, an individual or organization may apply for more than one topic area by submitting a separate work plan for each interested topic area presented in their proposal.
5. **Q.** Can an individual apply under two or more proposals if they are working with multiple groups or entities?

- A.** Yes, although we cannot receive two or more proposals from the same group or entity.
6. **Q.** Can an individual who submits as a member of a group under topic number 5 also be called upon as an individual to provide T/TA?
- A.** Yes, the scenario presented above is possible depending on the structure of the proposer's proposal.
7. **Q.** What does on-site mean?
- A.** In reference to topic number 7, "Providing an On-Site Experience that Demonstrates a Culture Supporting The Employment Goals of Consumers," the term "on-site" refers to participants receiving training at the Contractor's specified location (a recovery/employment-focused program).
8. **Q.** [In reference to topic] number 5, can a group of consumer leaders apply together and still be called on as individuals within the same proposal?
- A.** Yes, if the proposal is structured as such.
9. **Q.** [In reference to topic number 5]: Will more than three consumers be selected for this section/topic?
- A.** No more than three proposers will be selected to participate as contractors for this topic. The number of consumers is dependent on the type of proposals received.
10. **Q.** [In reference to topic number 5]: Can we also present a specific training under this subject matter topic?
- A.** The proposer must decide the type of training or technical assistance presented in their proposal which is subject to the Rating/Scoring Criteria proposed on page 16 of the RFP. If the specific training proposed meets the needs of topic 5 and passes the Rating/Scoring Criteria, then the scenario presented in the question above is very possible.
11. **Q.** How does it work if a local co-op wants more T/TA after we have provided the T/TA designed in our work plan?
- A.** The DMH/DOR Cooperative staff will work individually with each local co-op program requesting additional training and/or technical assistance to determine needs and how best to assist utilizing our training resources.
12. **Q.** Can we submit several work plans under the same subject matter topic? (Each less than ten pages)
- A.** No.

13. **Qa.** What is your definition of cultural differences?
- Qb.** Could your definition of cultural differences relate to economics, race/ethnicity or both? Are you referring to learning community vs. multicultural/urban?
- A.** As it relates to this RFP, the term “cultural differences” encompasses varying ethnicities (i.e. African American, Asian, American Indian, etc.) socioeconomic backgrounds, geographic (urban vs. rural), and other domestic cultures (i.e. homelessness, welfare, etc.).
14. **Qa.** When submitting the Statement of Qualification, can you or should you send in letters of support?
- Qb.** For instance if I trained in LA County would a letter from them support my qualification? I think this was answered, but in addition could I submit letters of support?
- A.** Letters of support are not specifically requested in the RFP. If included in the proposer’s proposal, the letters will not be considered in any way.
15. **Q.** Does DOR, DMH or other State Dept.’s have any publicly available Reports on Data on previous contracts awarded to vendors for T/TA that specify or disclose the range of accepted/acceptable daily rates, per diem, reimbursable costs, etc? (So that bidders can focus on qualifications rather than underbidding others.)
- A.** All proposals of previously awarded contracts are considered public record and may be viewed by interested individuals by contacting the awarding agency (In this case, DMH). Previously awarded contracts specific to the DMH/DOR Cooperative program do not provide a breakdown of the reimbursable costs considered in the contractor’s all-inclusive daily rate.
16. **Q.** Does the number of work plans you submit affect your ability to be chosen?
- A.** No.
17. **Q.** Can you use existing training material or do they have to be created by trainer?
- A.** You may use existing training material should you have permission of the author to utilize the material. The proposed training material will be subject to the Rating/Scoring Criteria specified on page 16 of the RFP.
18. **Qa.** Can you tell us what volume of work a consultant can expect?
- Qb.** Volume of work currently in demand?
- A.** The volume of work varies greatly and cannot be specified. The volume of work is dependent upon the type of training and frequency requested by local programs (market demand).
19. **Q.** It appears most topics focus on collaborative activities. Can you tell us which are the “hottest” (or most frequently requested) topics?

- A.** No. The frequency of topics requested varies from year to year depending on the needs of the local programs. Additionally, some of the topics presented in the current RFP are new.
- 20. Q.** Do you [the Contractor] have to provide technical [assistance] and training together?
- A.** No.
- 21. Q.** What constitutes documenting “supporting materials” in the work plan?
- A.** Documentation of “[additional] supporting materials” is identifying (such as a named title) and providing a brief description of the material (1-3 sentences) within the work plan.
- 22. Q.** When our proposal is reviewed and rated, what parts of the work plan are scored (supporting materials, references)?
- A.** Please refer to the “Evaluation Process” on page 16 of the RFP. All parts of the work plan are reviewed and those parts rated are referenced on page 16 of the RFP.
- 23. Q.** If a group of presenters are submitting a proposal with several work plans, does each presenter need to include their qualification statement in each work plan?
- A.** A statement of qualification must be provided for each presenter specific to the training and/or technical assistance being proposed. Per Addendum 1 to the RFP, the state of qualification should not be included in the work plan, but as Attachment 8 of the submitted proposal.
- 24. Q.** Is it correct that a proposal can only include three work plans?
- A .** No.
- 25. Q.** Is the state interested in new topics?
- A.** We cannot speak for other state departments, but the DMH/DOR Cooperative program is always interested in new and emerging training topics related to the provision of employment services for persons with psychiatric disabilities. We can only consider new topics at the time we develop a new RFP to solicit trainers/consultants (every three years).
- 26. Q.** Can consultants customize their training and/or technical assistance services to fit the specific (local) needs of the requester?
- A.** Yes, as long as the specific training and/or technical assistance services fit within the parameters of the consultant’s work plan.

27. **Q.** Once the new consultant contracts are in place, will the Cooperative Program send out information regarding who's available to provide consulting services on each topic area?

A. Yes.

28. **Q.** Can a consultant do onsite planning with those requesting services?

A. Typically, planning for services are done by phone or electronically. Depending on the nature of services, the DMH/DOR Cooperative program may authorize onsite planning. This would be determined on a case-by-case basis.

29. **Q.** Do topic areas 8 and 9 involve training or technical assistance?

A. Technical assistance.

30. **Q.** How many presenters can be included in a work plan?

A. We do not limit the number of presenters to be included in a work plan. The number must be determined by the proposer when developing the proposal.

31. **Q.** Can the number of presenters from a consulting entity vary to match the needs of the requester?

A. Yes.

32. **Q.** How does an applicant determine the all-inclusive daily rate?

A. Please refer to "Cost Proposal" on page 13 of the RFP. This section describes the factors the proposer should use when determining their all-inclusive daily rate. Consider the cost factors as they pertain to you (or the entity as a whole).

33. **Q.** Will proposals for developing/using multi media training be considered?

A. Yes.

34. **Q.** Will those requesting consultant services have access to the equipment necessary to utilize multi media training materials?

A. We cannot guarantee access to the equipment needed to utilize multi media training materials. Training and/or technical assistance venues are determined by those requesting services.

35. **Q.** During the three year contracting period, will that consultant's all-inclusive daily rate be modified (say for cost of living increases)?

A. No.

36. **Q.** Do non-profits receive any preference?

A. No.

37. **Q.** Who should applicants list as their references?

A. Any person or organization that can speak about your abilities to provide the services you describe in your proposal.

38. **Q.** In preparing a work plan, should each training objective expectation listed in the topic description be discussed?

A. Yes

39. **Q.** [In reference to Attachment 6, Proposer References], I am not sure what to enter for "Value or Cost of Service." All my references are Co-op representatives (DOR, CMH and contract provider) who did not foot the bill (paid via my DMH contract). In one case, I'm listing a DOR contract administrator who observed my work in three different co-op programs. How do I account for the cost of service in that case?

A. Typically, if a proposer has previously contracted with the State or another government entity for a specific project or service, and is now using that entity as a reference, the proposer would list the 'value or cost' of the total contract. In the scenario presented above, you may list the total cost for services you provided to all three cooperative programs.

40. **Q.** Will DMH/DR consider adding webinars, offered in real-time with a "live" trainer who will answer questions typed by participants during the training (in a format where all participants can read both the questions and answers) to the subject areas list?

A. We would consider webinars if submitted in a proposal response to this RFP. At this time, however, we cannot determine if we will have the capabilities to technically support such an activity.

41. **Q.** Would you consider a subject area specifically on dealing with substance abuse issues around employment of people with mental illness and substance abuse issues, i.e., can people with addictions be employed, how to handle psychiatric services to support them, what philosophic approaches are most useful to encourage and support employment, how to deal with lapses, etc.?

A. Unfortunately, we cannot provide guidance on ideas for responding to this RFP. If the scenario presented above is used to respond to topic number 4 in the RFP, we would consider the work plan using the scoring/rating criteria referenced on page 16 of the RFP. Use your best judgement to determine if your proposed work plan is responsive to all the areas addressed under topic number 4 of the RFP.

42. **Q.** Under Subject Area #1, would you consider training in a service, such as the Village Labor Services, an innovative design that increases consumer capacity toward work by offering increased menu options for employment, such as work for a day as life coaches, apartment cleaners and other temporary labor ideas?
- A.** Again, we cannot provide guidance on how you decide to respond to this RFP. Please use your best judgement to determine if your proposed work plan is responsive to all the areas addressed under topic number 1 of the RFP.
43. **Q.** A discussion of supporting materials is required in the work plan, would you like samples of these materials, if they already exist, included as part of the proposal?
- A.** No. We do not require samples of the discussed supporting materials. If a suggested material is of interest, we will contact the proposer to obtain a copy. The sample would not be considered in the rating/scoring process.
44. **Q.** Please explain the difference between supporting materials and additional supporting materials.
- A.** As referenced on page 13 of the RFP, 'materials' refer to the items such as handouts or training aids that would be provided to participants of your proposed training. If you propose to provide technical assistance, you may not have any materials that would be given to those you provide services to. "Additional supporting materials" refers to items that would help to support your proposal or qualifications as a trainer/consultant (i.e. pamphlet or book you may have authored on the subject area you are proposing to provide services).
45. **Q.** What is the term of the contract period?
- A.** August 1, 2003 to June 30, 2006
46. **Q.** For Attachment 6, Proposer References, do we list three for each subject area we are proposing or three references for the entire proposal?
- A.** We will accept three references for the entire proposal. Please keep in mind that the references should be able to speak to your expertise and ability to provide the training and/or technical assistance you propose. We will accept more than three references if you apply for several different topics listed in the RFP.
47. **Q.** Would it be permissible to re-create Attachment 6, Proposer References, on the computer in order to fill in the information? We think it might be difficult to type in some of the requested information in the space allotted. We understand that the re-creating some of the other forms that are official state documents is not permissible.
- A.** Yes.

48. **Q.** On Attachment 1, Required Checklist, it states that “for your proposal to be responsive, all required attachments must be returned.” However, the footnote for Attachment 9, Payee Data Record (if currently not on file), and Attachment 10, Contractor Certification Clauses, states that “these documents are not required with the proposal package but are required upon award of the contract.” Do we include them as blank forms, complete them, or mark not applicable next to the item?
- A.** You do not have to include Attachments 9 and 10 (Payee Data Record and Contractor Certification Clauses) as part of your proposal submission. You may mark not applicable next to these items on the Required Attachment Checklist. If you are selected to participate as a contractor, we will request submission of these forms at that time.
49. **Qa.** Would you please provide a little more explanation about the Disabled Veteran Business Enterprise Program Requirements; this is new for us, and we are uncertain about the requirements we need to fulfill before submitting the application. For example, if we apply under Option B, will we need to research, place ads and contact DVBE participants in the next couple of weeks? Similarly, for Option C, would we need to have the annual plan approved by the proposal deadline? Also, for this type of program (providing trainers), what might be examples of how to involve DVBE participants?
- Qb.** Is compliance with the Disabled Veterans Enterprise requirement optional or required?
- Qc.** As an out of state contractor, we have no experience working with California designated DVBEs. While we will abide by the rule when we receive task orders, we prefer to take time to research the services, expertise and track record of DVBEs that would be appropriate to work with based upon the particular subject area. Will a letter of intent suffice that indicates our intention to contract with an appropriately qualified and named DVBE prior to acceptance of a task order?
- A.** Per Addendum 1 (June 10, 2003), the DVBE requirements for this RFP have been rescinded.
50. **Q.** Can we propose a team (two or three) of trainers? If so, our all-inclusive rate would need to include the costs of all team members, is that correct?
- A.** Yes, you may propose a team of trainers. The all-inclusive daily rate could include the costs of all team members, but you may also provide individual daily rates for each proposed trainer.
51. **Q.** Regarding Subject Area #9 – Designing Research and Evaluation to Promote Evidence Based Practices: we are seeking a little more information so we know how to write the subject matter description in the scope of work. Are there specific research topics in which the Cooperative is interested in studying that we should address? Is the technical assistance to be provided to service partners of the Cooperative as DMH/DR leadership and at what level? What kinds of system level regulations and policy changes are to be

addressed? How would we respond to the subject matter questions about course outline, outcome objectives and presentation approaches?

A. At this time there are no specific research topics that the Cooperative is working on that can be identified. The general topics listed in Subject Area #9 will provide the areas for specific technical assistance requested. The technical assistance will be provided to service partners as well as DMH/DOR leadership at the staff and executive level. Federal, state, and county systems in the areas of vocational rehabilitation, public mental health, and social service benefits and services are among the system level regulations and policy changes involved. A suggested response to subject matter questions is to provide specific examples of proposed or completed work that exemplifies the type of technical assistance that would be provided.

52. Q. Also, [regarding the previous question, number 51] how do we figure the cost for the budget? Do we submit a cost per day of a researcher and then the amount of time for the research negotiated before the project begins (a research project could include time to design and test the instruments, conduct interviews, analyze data and write the results)?

A. The cost calculation would be an all-inclusive cost per day for the technical assistance. If awarded, the contractor would negotiate the number of days needed to complete the work requested

53. Q. Are there incumbents who are expected to re-apply in Subject Areas 1, 2, 5, 6, 7, 8?

A. We have sent the RFP to incumbents for the subject areas referenced (except for topic number 5, as it is a new topic for this term). However, we are unsure of who will actually submit a new proposal since we do not require a letter of intent to apply.

54. Q. From past experience, what is the average amount of contract award per year in each of the above areas?

A. We have had many different approaches to advertising these bid opportunities over the years. This is the second term that we have been allowed to contract with more than one trainer/consultant per topic. Services are provided on as-needed basis, so we do not award a total contract amount. We can only guarantee that the all-inclusive daily rate will be paid to the contractor for each day of training or technical assistance provided.

55. Q. We are an out of state contractor subject to air travel cost fluctuations. If we bid an all-inclusive rate at today's average airfares, but must pay higher rates at the time we provide services, is there flexibility in adjusting our rate to reflect those costs?

A. Unfortunately, we cannot renegotiate your all-inclusive daily rate during the term of the contract. You can estimate the potential increase and figure that cost into your proposed daily rate or risk absorbing that increase.

56. **Q.** Can a trainer be listed in the work plans for the same subject area in proposals from two different proposers (who may propose different activities).
- A.** Yes.
57. **Q.** What do you mean, in the cost proposal, by the proposer's all-inclusive daily rate includes reasonable accommodations? Does this mean that the proposer must cost in fees for interpreters?
- A.** Reasonable accommodations, if needed by the trainers/consultants providing services, should be figured into the proposer's cost proposal. If participants of the training/technical assistance require a reasonable accommodation, such as an interpreter or reader, that would be negotiated by the DMH/DOR Cooperative program so the cost is not incurred by the contractor.
58. **Q.** Regarding MQ 3 [Minimum Qualification 3], if a proposer has to adapt a training for a certain group, do they have to do it for the same cost?
- A.** Yes. However, the DMH/DOR Cooperative Program would negotiate the customized training for that group so the event would not limit or force the Contractor to pay out of pocket expenses aside from the agreed upon all-inclusive daily rate.
59. **Q.** What is the State of CA per diem for travel expenses?
- A.** California State daily travel per diem is as follows (dollar amounts reflect maximum amount allotted). Breakfast- \$6.00, Lunch- \$10.00; Dinner- \$18.00, Lodging- \$84.00 plus tax; mileage- 0.34 per mile; air/train/bus fare- no specified maximum; varies depending on destination.
60. **Q.** What is the average all-inclusive daily rate for the contracts granted last cycle?
- A.** The average all-inclusive daily rate is about \$1,700 per day. Please bear in mind that the all-inclusive daily rate is evaluated on best value as it relates to the proposer's work plan. As there are varying modalities for delivering services and materials used, we will consider rates with the question, "Is this a good value in terms of how the proposed services are structured?"
61. **Q.** What is an "acceptable" all-inclusive daily rate?
- A.** We do not have a dollar limit for "acceptable" daily rates. We must judge the rate based on how the proposed services are structured within proposer's work plan.
62. **Q.** Is there an expected difference in pricing for pre-work or travel time, as compared to facilitating training?
- A.** No. Contractors may only charge their daily rate for the actual face-to-face visit. Pre-work and travel time must be figured into your all-inclusive daily rate.

63. Q. One of your training priority areas is “how to work collaboratively”, and the best way to teach collaboration is to model collaboration. Is it reasonable to expect that for a training contract using a collaborative team of 2 people that one would double the all-inclusive daily rate? However, would that doubled rate take the team out of the running to be awarded the contract because of the increased cost?

A. We would certainly consider the additional trainer/consultant as a factor when evaluating the all-inclusive daily rate. In past years, team contractors have proposed individual daily rates and team daily rates. A 2-person team daily rate would not necessarily be calculated at twice the individual rate.

64. Q. I have heard about the 8-day training series that the Co-op offers. What are the elements of this series?

A. You are referring to the Cooperative Program’s Employment Partnership Training Series (EPTS). The EPTS is basically a customized package of trainings that programs may request. Each training workshop is a customized element from the ‘everyday’ individual trainings that we market. The EPTS class titles are as follows:

- The Power of Building Individual and Community Capacity (2 days)
- Employment Supports
- Employment Preparation, Job Development and Placement
- Barriers to Employment
- Benefits Planning
- Collaboration and Networking
- Change “It don’t come easy”/Training Series Wrap-Up

65. Q. Where in CA are the 26 Co-op contracts located?

A. The 26 mental health cooperative program county locations are as follows: Alameda, Contra Costa, El Dorado, Humboldt, Kern, Lake, Los Angeles, Mendocino, Monterey, Riverside (3- West/Mid/Desert), Sacramento, San Bernardino, San Diego, San Francisco, San Joaquin, San Mateo, Santa Barbara, Santa Clara, Santa Cruz, Shasta, Solano, Sonoma, Tulare and Ventura. We also provide resources to the Traumatic Brain Injury and State Hospital cooperative programs.

66. Q. Are the Co-op benefits for technical assistance and training limited to the 26 contracts in place or to other stakeholder groups, as well?

A. We do not limit the training and technical assistance to only cooperative program staff. Please refer to the answer to question number 67 for further clarification.

67. Q. How do you fund programs [trainings] for stakeholders outside of County Mental Health Departments (i.e., police, hospitals, politicians)?

A. We typically do not provide training that specifically targets outside stakeholder groups who are not already collaborating with the mental health cooperative programs. The training request must be initiated by the local county mental

health and local Department of Rehabilitation who then invite other community stakeholders such as police, hospitals, EDD, etc. to participate in the event. The DMH/DOR Cooperative Program will pay the trainer/consultant's all-inclusive daily rate to fund the training at the requester's location. Since the training is conducted at the requester's preferred location, there are not any fees (i.e. registration) for the participants, just their time.

68. Q. How are the Co-op programs marketed? What part can/does the consultant play in marketing?

A. We do not "market" cooperative programs. Cooperative programs are a result of an interest by both local county MH and DOR to work together collaboratively in a contractual relationship. One of the main roles of the state-level DMH/DOR Cooperative Program unit is to provide technical assistance and outreach to counties interested in the cooperative programs. The consultant will not have a role in marketing cooperative programs. However, during the course of training, you may be asked questions about how to start up a cooperative program in an area that currently does not have one. In this instance you would refer that individual to the DMH/DOR cooperative unit for technical assistance.

69. Q. I understand RFPs are on public record. Where/how can they be viewed?

A. You may request to view a copy of any proposal by contacting the awarding agency. In this case, you may contact Christina Bednarczyk, (916) 654-3074, to view past proposal responses to this RFP. Please bear in mind that the instructions for responding to this RFP and training/technical assistance topics have differed over the years. Requesters wishing to have a copy of a past proposal mailed to them are subject to a fee of \$0.10 per page.

70. Q. What is the Co-op's current definition of "success" for people, consumers & professionals, who attend these programs [trainings]?

A. We measure the outcomes of our trainings through evaluations completed by the trainees at the end of each training day. We use this as a tool to determine if the training is meeting the needs of the target audience and often we adjust the content of our training as a result of feedback from trainees.

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